



## **Full Research Report**

### **Public Service Delivery Projects, Social Development Programmes and Enjoyment of Socio Economic Rights in Peri Urban Areas**

#### **A Case of Ushehwekunze, Epworth and Seke**

## 1.0 Introduction and Background

In March 2019, the Poverty Reduction Forum Trust conducted a participatory research in three selected peri urban areas namely; Epworth, Seke and Ushehwekunze. The study focused on establishing how public service delivery projects and social development programmes have impacted on the enjoyment of socio-economic rights.

A lot of effort has been put towards improving service delivery projects and social development programmes in urban communities. Government through its various ministries has been running social development programmes in sectors such as education and health. The Basic Education Assistance Module (BEAM) is a typical example of a social development programme that government has been implementing to improve access to education by vulnerable children. At local authority level, City Councils are mandated to mobilise resources and undertake service provision projects that make basic amenities more accessible to the urban population. Investing resources in projects that target to improve access to service delivery is key in uplifting the lives of the poor since they largely depend on public services provided by government.

It is evident that peri urban areas have become a recipient of many developmental programmes in the last decade. A visit to any of these areas would confirm this. However, the sad story is that peri urban areas continue to experience poor access to basic social services such as clean water, education, health and transport. This raises a lot questions around adequacy, quality, inclusiveness and sustainability of various social development programmes that are implemented.

This study, therefore sought to unravel more information about these projects and programmes especially with regards to how these critical factors have impacted on the ability of communities to enjoy socio-economic rights in peri urban areas. This study provides information that connects the dots between implementation modalities of public services programmes and the impacts that they have on enjoyment of social and economic rights.

The assessment of the implementation of these projects was done using a human rights based approach which forms the basis of achieving sustainable social transformation in line with the Global Sustainable Development Goals Agenda's principle of Living No One Behind. The human rights approach looks at fundamental issues that must be achieved in a programme seeking to achieve broad based social development. These issues include adequacy, quality, accountability and equality (gender **inclusiveness**). PRFT collected data mainly using Focus Group Discussions (FDGs).

## 1.2. Specific Objectives of the Study

The major objective of the research was to establish how public service delivery projects and social development programmes have impacted on enjoyment of socio-economic rights in peri urban communities. The study was premised on the following specific objectives;

- i. Establish past and ongoing public service projects and social development programmes in the targeted areas
- ii. Assess level of implementation of social development programmes
- iii. Assess mechanisms for broader participation of the public and their implications on enjoyment of social and economic rights
- iv. Establish how the projects and programmes have impacted on enjoyment of socio-economic rights
- v. Generate recommendations for the broader realisation of socio- economic rights in the implementation of public investment projects and social development programmes

The next section of the report outlines the methodology used in the study. This section is followed by the presentation and discussion of the results. The last section presents the study's conclusion and recommendations.

## **2.0 Methodology**

### **2.1 Process**

The Poverty Reduction Forum Trust collaborated with the Harare Residents Trust in undertaking data collection. The Harare Residents Trust (HRT) is a community based organisation that works with residents to lobby local authorities and government to improve service delivery provision in Harare. PRFT saw the organisation as best placed to mobilise communities for the Focus Group Discussions meetings since it has structures in the study areas. As part of the mobilisation process, HRT sought the police clearance for the Focus Group Discussion (FDGs) meetings held in the targeted areas. HRT made use of its focal point persons located in the study areas to develop a participant list and invite members to the Focus Group Discussions. The HRT's focal point persons mobilised community members who are very active in community development work.

PRFT deployed three staff members to conduct the research. The research team comprised of the PRFT coordinator (Team Leader) and two PRFT's graduate interns. The programme coordinator led the development of data collection tools, data collection, analysis and report writing. An in house training session on data collection tools was conducted to allow the two graduate interns to familiarise themselves with the data collection process before going to the field. The training was led by the programme coordinator. Training of the two assistant researchers on data collection tools was very necessary since each of them was going to lead a Focus Group Discussion (FDG).

## 2.2 Study Areas

The study was carried out in three peri urban areas namely; Epworth, Ushehwekunze and Seke. Ushehwekunze and Epworth are peri urban areas under Harare City Council (HCC) while Seke is a peri urban settlement situated within Chitungwiza Town Council (CTC). The study areas were chosen on the basis that they are part of the peri urban areas that record high levels of poverty and marginalisation.

## 2.3 Data collection methods

The study made use of qualitative research techniques to gather data on the extent to which public service projects and social development programmes have impacted on the enjoyment of social and economic rights. Data collection was done mainly through Focus Group Discussions (FDGs).

### Focus Group Discussions (FDGs)

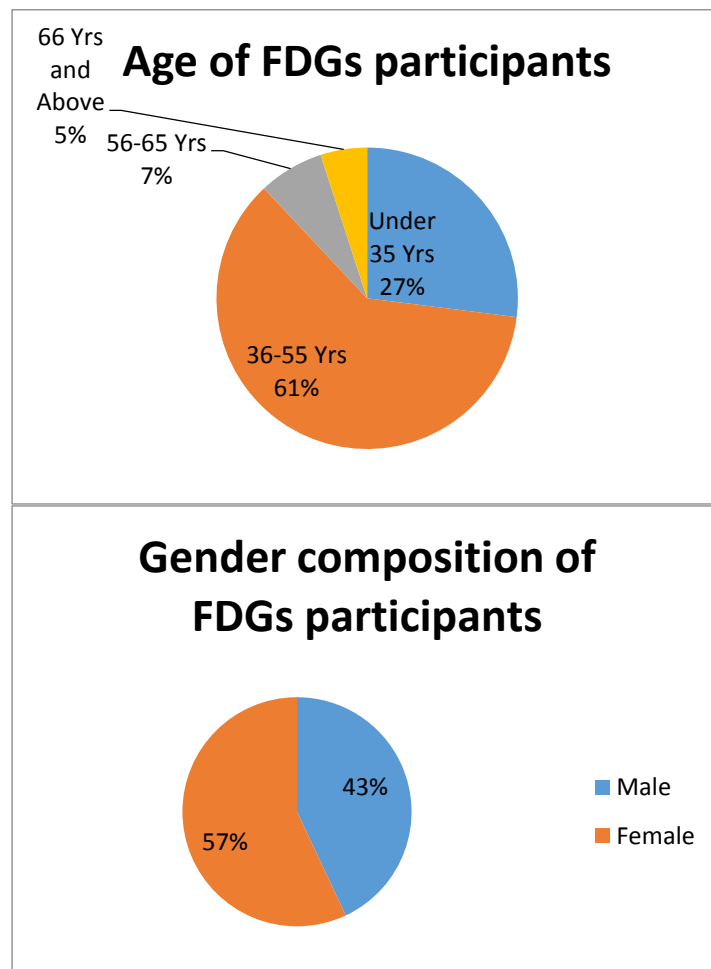
The Focus Group Discussions constituted the main method of collecting data in this study. In each suburb, three groups were targeted (youth, women and men) with a combination of people from different socio-economic groups including people living with disabilities in cases where they were available. Focus Group Discussions meetings were conducted in Epworth, Seke and Ushehwekunze on the 5<sup>th</sup>, 6<sup>th</sup> and 8<sup>th</sup> of March 2019 respectively. A total of 9 Focus Group Discussions (FDGs) were successfully held across the three suburbs. The table below shows the number of participants by suburb.

**Table 1: Number of FDG participants by Location**

| Location                 | FGD men<br>Adult | FGD women<br>Adult | FGD Youth |           | Total Number<br>of<br>participants<br>per Location |
|--------------------------|------------------|--------------------|-----------|-----------|--|
|                          |                  |                    | Male      | Female    |  |
| Epworth                  | 9                | 15                 | 6         | 7         | 37   |
| Seke-<br>(Chitungwiza    | 7                | 14                 | 4         | 8         | 33   |
| Ushehwekunze -<br>Hopley | 13               | 16                 | 7         | 6         | 41   |
| <b>Total</b>             | <b>29</b>        | <b>39</b>          | <b>17</b> | <b>14</b> | <b>111</b>   |
|                          |                  |                    |           |           |  |

The table above shows that a total number of 111 community members were mobilised to attend the Focus Group Discussions (FDGs) in all the targeted suburbs. On average, 37 participants were mobilised per each location.

**Chart 1: Pictorial Presentation of FDGs participants according to Age and Gender of FDGs participants**



All age groups were represented in the Focus Group Discussions. Participants within the age group of 36 - 61 years constituted the majority (61%). The least represented age group was that of 66 years and above. Disaggregation of participants by gender indicates that women constituted the majority of the community members who attended the Focus Group Discussions (FDGs). Out of 111 participants who were mobilised to attend FDGs, 57% of them were women whilst 43% of them were men.

### **Key Informant Interviews (KII)**

Few key informants interviews were conducted to compliment information collected from the Focus Group Discussions (FDGs). These were held with community leaders in targeted areas.

Due to time constraints, the research team only managed to interview two community leaders per each location. In Ushewekunze, the research team was glad to meet and interview the Headmaster of Rujeko Primary School on the right to access basic education issues.

### **Physical verification of service delivery projects**

The Focus Group Discussions and key informant interviews held in the targeted areas were helpful in collecting community's voice on how the implementation of public service projects had contributed to improved service delivery and the enjoyment of basic rights. The team had a physical visit to some of the projects undertaken in the targeted areas so as to verify the issues that were brought up during the Focus Group Discussions. The areas visited included Rujeko primary school in Ushewekunze. The physical site visits also presented an opportunity for the research team to take pictures that could tell a story on the issues under investigations.

### **2.4 Data analysis**

The qualitative data from the FDGs were analysed using the thematic coding approach whereby all responses from FDGs were first grouped by key research questions. Specific steps undertaken in the analysis were;

- i. Designing data collation templates in Excel and Word
- ii. Capturing all the responses for each question from the various FDGs by location FDG Group ( Women, Men and Youth)
- iii. Scheming through the responses and making categories for responses based on what the question intended to find out from participants
- iv. Drawing of tables and graphs where appropriate
- v. Analysing responses in each category and split further or combine categories as appropriate
- vi. Making an interpretation and discussion of the results

### **2.5 Study Limitations**

The research intended to bring out key social and economic rights issues with regards to implementation of public service delivery investments projects and social development programmes within a short space of time and limited financial resources. Hence, the key methods used in data collection had to take these limitations into consideration. The research was largely qualitative in nature and made use of participatory techniques to collect data. As such, the findings are useful in understanding the story on the state of public services investments projects, social development programmes and impacts on right to basic services based on qualitative data collected from community members' experiences. Impacts of implementation of public investments projects and social development programmes can be enriched with the use of quantitative data analysis techniques.

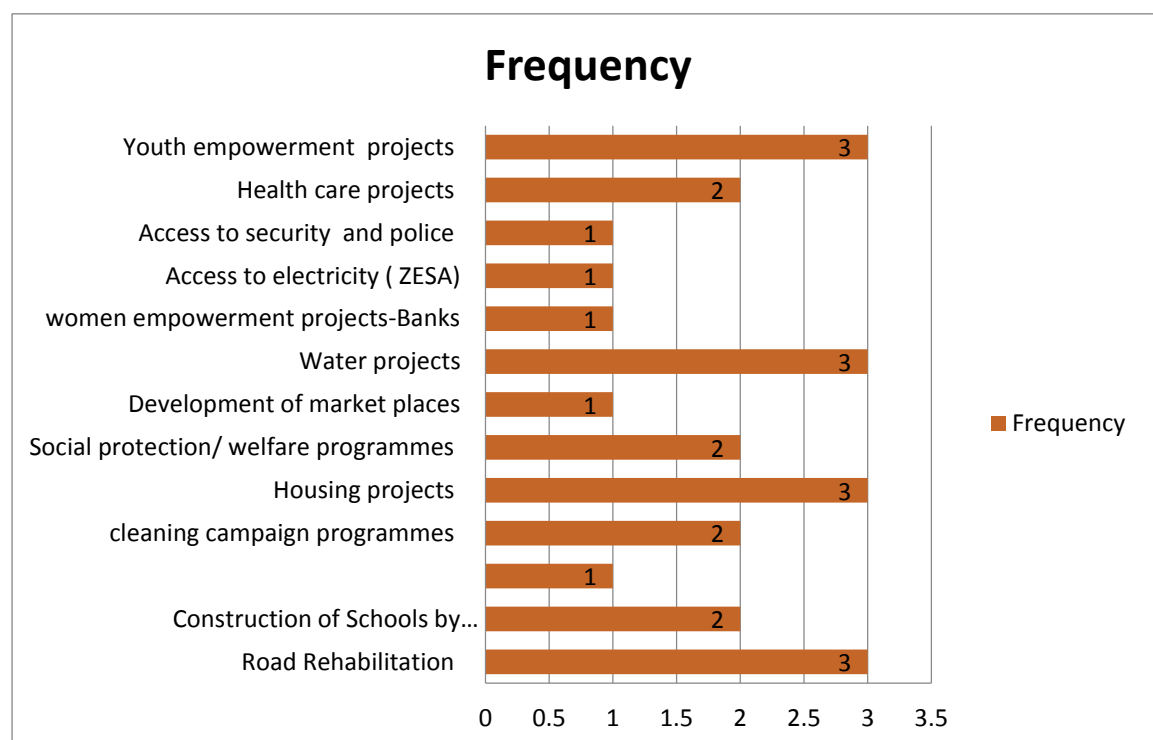
Other limitations of the study concern the scope and coverage of the issues. The findings of this study can only be confined to the areas where the research was undertaken. Furthermore, the study could not exhaust all the community development projects given the time constraints. As such the results of the study can only be confined to the public investments projects and social development programmes that could be quickly picked and assessed.

### 3.0 FINDINGS OF THE STUDY

#### 3.1 Public service delivery projects and social development programmes

The FDGs participants were asked to list down the public services investment projects and social development programmes that they had seen being undertaken in their communities. The graph below presents all the projects that the study managed to pick and interrogate.

**Graph 1: Public service investments projects and social development programmes (Past and ongoing) by their frequency in targeted areas.**



The analysis of the graph above shows four (4) projects and social programmes that were said to have been undertaken in all the three areas at the time of the study. These projects are as follows; housing, road construction and maintenance, water and youth empowerment projects. Projects such as access to police and security, electrification of homes, development of market places for vendors and women's empowerment programmes (Zimbabwe Women

Micro Finance Bank's loan initiative) had a frequency of 1 showing that each of them had only been implemented in one area.

**Table 2: Location, Public services investments and the players**

|                | <b>Public service investment project or Social development programme</b>   | <b>Players</b>                      | <b>Status of implementation</b><br>never implemented ( little action undertaken)/<br>halfway completed/ fully completed  |
|----------------|--|-------------------------------------|--|
| <b>Epworth</b> | <b>Road construction and Rehabilitation</b> <ul style="list-style-type: none"> <li>The Epworth Local Board embarked on road rehabilitation in 2016 to improve transport system in Epworth. Delpont road project is one of the road projects which was underway at the time of the study</li> </ul> | Epworth Local Board ( Municipality) | <b>Half way completed</b><br><br>The road project rehabilitation project that started in 2016 is still to be completed as many roads are still outstanding. Progress was reported on Delpont road project.   |
|                | <b>Construction of Schools</b> <ul style="list-style-type: none"> <li>A secondary school was built (Mabvazuva secondary school) by Epworth Local Board to increase the number of secondary schools and access to secondary education in Epworth.</li> </ul>  | Epworth Local Board                 | <b>Completed</b><br><br>Only one secondary school has been built Mabvazuva Secondary school. The rest were found to be private colleges.   |
|                | <b>Housing Projects</b> <ul style="list-style-type: none"> <li>Epworth Local Board provided stands for hospitals, schools and community members in 2017.</li> </ul>  | Epworth Local Board ( Municipality) | <b>Never implemented</b> ( little action was undertaken on housing stands)<br><br>The Local Board's project suffered a stillbirth. Only pegging of the stands was undertaken in 2017. No development was done. The only progress that has been seen is the |



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|  |  |  | construction of school, Mabvazuva Secondary School.  |
|  | <b>Development of market places ( Flee markets) for vendors</b> <ul style="list-style-type: none"> <li>Epworth Local Board availed flea legal markets to vendors.</li> </ul>   | Epworth Local Board  | <b>Completed</b><br>The project was undertaken   |
|  | <b>Church led Water access Projects</b> <ul style="list-style-type: none"> <li>Installation of boreholes by the Evangelical Fellowship in Zimbabwe (EFZ) in collaboration with Epworth Local Board. The project was initiated in 2016 to increase access to adequate and clean water by residents</li> </ul>   | Evangelical Fellowship in Zimbabwe in collaboration with Epworth Local Board | <b>EFZ and Epworth Local Board</b><br>-Completed   |
|  | <b>Women and Youth empowerment Projects</b> <ul style="list-style-type: none"> <li>The Seventh Day Adventist Church (SDA) rolled out a project in 2016 to drill boreholes for the community members in Epworth. The project targeted to provide safe and clean water for drinking as well as to provide water for vegetable gardening projects.</li> <li>SDA church's Poultry</li> </ul> | Church (SDA) and Local Authority   | <b>Completed</b><br>Project undertaken with success. Gardening project was also implemented. |

|                     |   |  |   |
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|                     | project initiated in 2016. The project targeted to empower women and youth with sources of livelihoods.   |  |   |
| <b>Ushehwekunze</b> | <b>Road construction and rehabilitation project</b> <ul style="list-style-type: none"> <li>Construction of Rosemary Road from phase 1 Ushehwekunze to Rujeko primary school by CFI Holdings Limited</li> <li>Development of other roads by Ushehwekunze Housing cooperatives and its land development partners</li> </ul> | CFI Holding Limited  | <b>Halfway completed</b><br>Rosemary road half way completed since there is no tar as yet<br><br>Other roads were still to be fully developed and finished  |
|                     | <b>Construction of Schools</b> <ul style="list-style-type: none"> <li>Rujeko Primary School - government school project</li> <li>Schools project under Ushehwekunze housing cooperatives</li> </ul>   | Government<br><br>Ushehwekunze Housing cooperatives and government | <b>Halfway completed</b> <ul style="list-style-type: none"> <li>Rujeko government school completed</li> </ul> No other government schools have been built especially in other areas that Ushehwekunze housing cooperative developed |
|                     | <b>Cleaning campaign programmes</b>   | Community driven   | On going  |
|                     | <b>Housing Schemes</b> <ul style="list-style-type: none"> <li>Ushehwekunze housing cooperative availed stands to home seekers</li> <li>Other housing stands initiative project spearheaded by other</li> </ul>  | Different housing schemes including CFI driven                     | <b>Halfway completed</b><br>Houses under Ushehwekunze Housing cooperative were still to be completed.   |

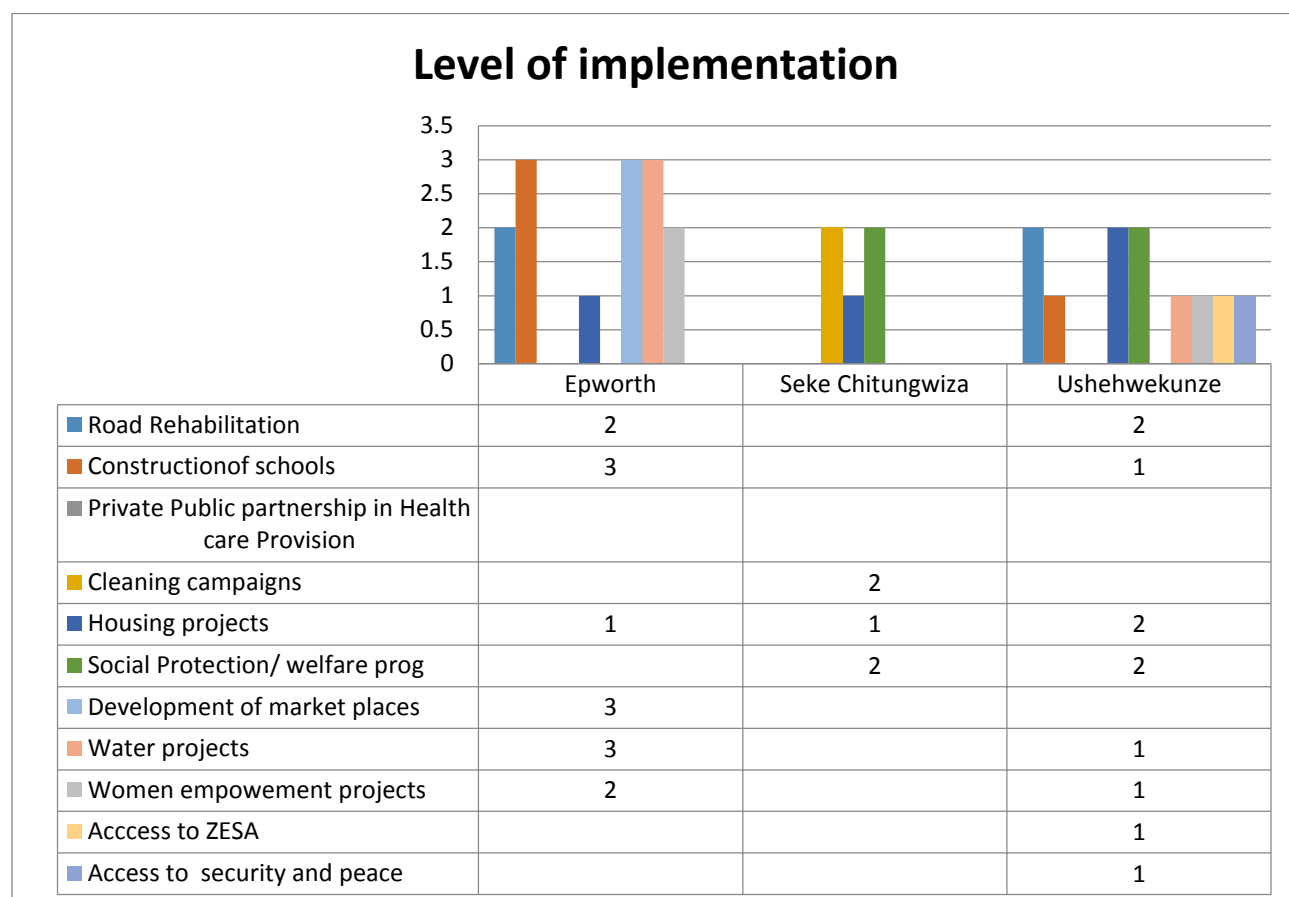
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|  | <p>Housing schemes in the same area</p>   |   | <p>Pending activities of the project included finalisation of the water piping system and electrification of homes, construction of government clinics and other schools</p> <p>.</p> <p>Progress on these services was recorded in other areas under different housing schemes</p>  |
|  | <p><b>Social protection/ Welfare programmes</b></p> <ul style="list-style-type: none"> <li>• Government through the Ministry of Public Service, Labour and Social welfare ( Social Welfare department) has been running a programme to provide free medical services for pregnant women</li> <li>• Government through the Ministry of Primary Education has been running a BEAM programme to help vulnerable children to access primary education</li> <li>• Social development programmes led by NGOs and other players. TUCHI , a health care company launched a social development programme targeting to provide food and health services to the need groups in the community.</li> </ul> | <ul style="list-style-type: none"> <li>• Central government</li> <li>• TUCHI (medical company)</li> </ul> | <p><b>Halfway implemented</b></p> <p><b>Both the BEAM</b> and Free maternity services programmes were said to be still running although there were indicators that the programmes may have collapsed due to funding constrains.</p> <p><b>TUCHI's cooperate Social</b> responsibility programme was reported as ongoing at the time of study. Some of the services that it provides include food to the elderly and physical fitness sessions to people living with stroke conditions.</p> |



|                  |  |  |   |
|------------------|--|--|---|
|                  |  |  | <p>ground</p> <ul style="list-style-type: none"> <li>Electricity has been connected to homes developed by other housing schemes within the same suburb</li> </ul> |
|                  | <p><b>Access to Peace and Security</b><br/>A police base was built during the beginning of the Ushewekunze housing development projects</p>  | <ul style="list-style-type: none"> <li>Zimbabwe Republic Police( ZRP)</li> </ul> | <p><b>Completed</b><br/>The Police Base was completed. However, it was found to be no longer operational at the time of the study.</p>                            |
| Seke Chitungwiza | <p><b>Road construction and rehabilitation</b><br/>- Chitungwiza Town Council's yearly road maintenance projects</p>   | Chitungwiza Town Council   | The road maintenance was found to be half-way completed as some roads are yet to be worked on.  |
|                  | <p><b>Cleaning up campaign programmes led by Chitungwiza City Council</b></p>  | Local authority in collaboration with Chitungwiza Town Council                   | The campaigns were found to be ongoing at the time of the study   |
|                  | <p><b>Housing projects</b></p> <ul style="list-style-type: none"> <li>Two housing projects Garikai and ZANO housing cooperatives availed opportunities for community members to get stands and own houses</li> </ul>                       | Garikai and ZANO housing Cooperatives  | <p><b>Garikai Housing cooperative</b> was completed</p> <p><b>ZANO housing cooperative</b> project collapsed along the way.</p>                                   |
|                  | <p><b>Social protection/ Welfare programmes</b></p> <ul style="list-style-type: none"> <li>Government through the ministry of Primary Education has been running a BEAM programme to help vulnerable children to access primary</li> </ul> | Central Government   | <p><b>The BEAM programme</b> was said to be still running although there were indicators that the programme was collapsing due to funding constraints.</p>        |

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|  | <p>education</p> <ul style="list-style-type: none"> <li>• Social welfare programme supporting community members who cannot pay for medical costs</li> <li>• School fees programmes by Mavambo and Social services Society (SOS) Children's Villages</li> </ul> |  | <p>The two nongovernmental organisations (Mavambo and SOS) were assisting vulnerable children with school fees and other educational requirements.</p> |
|  | <p><b>Water access Projects</b></p> <p>Borehole installation projects by churches in partnership with the Local Authorities</p>  | <p>Churches in partnership with the Local Authority.</p> | <p><b>Completed</b></p> <p>Boreholes have been drilled at St AIDANS and Jambanja, UNIT L</p>   |

**Graph 3: Public service investments projects by level of implementation**



**Key: 1 ( Never implemented/ Little Action Taken), 2 ( Halfway implemented ), 3( Fully completed)**

## Discussion

### Road development and rehabilitation projects

Local authorities have been undertaking road development and maintenance activities in suburbs as per their annual plans. The general conclusion is that most roads development and rehabilitation projects have taken too long to be completed. For example, it was revealed from the Focus Group Discussions in Epworth that Epworth's road rehabilitation project started in 2016 was yet to be completed. In Ushehwekunze, it was revealed that it took one and half years for the CFI Holding Limited's Rosemary road to be developed and compacted with gravel. Another issue is that only main roads have been prioritised for rehabilitation and maintenance.

A huge disparity on road development and maintenance was found in Ushehwekunze where Ushehwekunze housing cooperative has failed to make meaningful progress on road development. The roads have been developed and left without spreading gravel and tar. As such the rain seasons made the roads infrastructure dilapidate to extreme levels. The discussions that the research team had with community members established lack of concrete plans and actions to finalise the road projects. The picture below shows part of Ushehwekunze's road that exists in the area that was developed by Ushehwekunze housing cooperative.



### Housing projects

The study established that housing schemes which were undertaken by cooperatives have been hardly completed. Housing cooperatives' projects have either collapsed along the way or have not finalised the provision of basic amenities. In Ushehwekunze, there are a number of developments that are still outstanding especially in the area that Ushehwekunze housing

cooperative got land to develop. Pending activities for the Ushehwekunze housing project include finalisation of piped water and provision of electricity. The cooperative had only managed to erect electricity poles. It was also established from the Focus Group Discussions that the beneficiaries were yet to be given title deeds for the land which they bought from the housing cooperatives.

A different picture is portrayed in areas where companies and other housing schemes have developed. In these areas, electricity has been connected to homes. Furthermore, these areas have a relative bigger access to clean water as there are boreholes that have been drilled by CFI Holding Limited, a company that owns the whole Ushehwekunze land.

There are a number of factors that have contributed to the failure of housing cooperatives to finalise their projects, chief among them is the illegality of the way the land was acquired. The whole Ushehwekunze suburb was built on the land that is rightfully owned by CFI, a private company that is into agricultural businesses. The company was using part of the land to do its poultry businesses. It was revealed that the housing scheme leadership took advantage of the political connections to acquire the company's idle land illegally and make it available for housing development project. Discussion with participants indicated that the initial position that was shared with project beneficiaries was that the land belonged to the state. The project beneficiaries only came to know the correct position after the court process passed a ruling to confirm that CFI was indeed the owner of the land. There was no transparency on the project as has been the case in many cooperative led housing developments which took place across many urban areas in the country.

The Harare City Council's power to ensure that the project conforms to the expected standards was then not exercised since the project was illegal.

There have been no further developments undertaken by Ushehwekunze housing cooperative since the land disputes and the subsequent directive passed by government to ban the operation of housing cooperatives. The FDGs participants who benefited from the Ushehwekunze Housing scheme indicated that they were just told to stop paying their monthly obligations to the housing cooperative.

In Seke, Chitungwiza, the Garikai Housing cooperative was confirmed to be completed whilst the ZANO housing cooperative project collapsed along the way. Home seekers lost money they had contributed for 3 to 4 years owing to the collapse of the project. They were never compensated the money they had contributed to the scheme. Discussions with communities in Epworth also established that the Epworth Local Board's housing project did not see the light of the day with pegging of the stands being the only action confirmed to have been undertaken since 2017 when the project was announced.

### **Social Welfare Programmes**

The study found out that the social protection programmes being implemented are both government and non-governmental driven. Two programmes that have been found to be government led are (1) Social Welfare's free maternity medical services for pregnant women



and (2) The Government's Basic Education Assistance Module (BEAM) programme to help vulnerable children to access primary education. Private sector players and churches were also found to be providing social protection schemes to communities on charity basis. For example in Ushehwekunze, TUCHI, a medical health company has been providing social protection in the areas of food and health. It has been providing food to the elderly and physical fitness sessions to people living with stroke conditions. The company has also been providing free eye diagnostics and medical care, treatment for cancer patients and treating water for domestic use.

**Both the BEAM** and Free maternity services programmes were said to be still running although there were indicators that they may have collapsed due to funding constraints. The participants indicated that a lot of children are being chased from school over non-payment of fees yet they are said to be on the BEAM programme.

### **Women empowerment programmes - Zimbabwe Women Micro Finance Bank Loan Programme**

The study established that the newly established Zimbabwe Women Bank (ZWB) launched a loan programme in Ushehwekunze. According to the FDGs participants, a loan amounting to 1000 Dollars (US\$) was supposed to be given to a successful applicant. Discussions with women and youth groups who were targeted by the project indicated that they had only opened accounts with the bank. There was no confirmation from participants of people who were advanced loans by the Bank. The participants who had applied indicated that their applications were rejected. Lack of collateral security was established as a major reason why applicants failed to get the loans.

### **Construction of Schools projects**

The study revealed that local authority and government schools projects are lagging behind. Private Colleges constitute the majority of schools in peri urban communities.

In the case of Epworth, the Local Board's plans to have adequate number of secondary schools have not materialised despite the fact that several stands have been availed to the project. The FDGs participants made indications that only Mabvazuva Secondary school has been completed.

### **Water projects led by churches and non- governmental organisations and other partners**

The study established that churches are playing a role in addressing water shortages in peri urban communities. With the increase in local authorities' incapacity to improve access to water, churches have come in to support water provision. For example, Evangelical Fellowship of Zimbabwe (EFZ) drilled boreholes in Epworth in 2016 to improve access to clean water in the area. Their projects were found to be successfully completed.

### **Community developmental projects on peace and security**

It was established that a police base was built when Ushehwekunze housing projects took off in 2015. However, the police base was no longer operational at the time of this study.

## **Development of market places**

The Harare City Council (HCC) through the Epworth Local Board availed legal vending sites for informal traders operating at Overspill and other areas in Epworth. The initiative was done in 2017.

## **Cleaning campaigns**

The study found out that cleaning campaigns were being undertaken in peri urban areas. The initiatives received a major boost in 2018 when the President of Zimbabwe, His Excellence, Emmerson Mnangagwa, declared Friday of the first week of each month as a national clean up day. The local authorities and communities are working together to undertake clean up campaigns. In other areas such as Seke chitungwiza, the cleaning campaigns have also involved demolition of illegal market places.

## **3.2 Public engagement in community development projects and national development programmes**

The Focus Group Discussions (FDGs) participants were asked how they have been engaged in the implementation of various public service delivery projects and social development programmes. Below is an analysis of the key issues that emerged on issues around broad based participation in community development programmes.

### **Road construction and rehabilitation projects**

Local authorities' service delivery projects such as road rehabilitation and building of schools are implemented in line with budgets that get approved on yearly basis. The budget consultations meetings that local authorities undertake on annual basis serve as a platform for community members to participate and make their submissions on local authorities' service delivery plans. However, the deliberations that were made during the FDGs meetings indicated that very few community members had attended previous council budget consultation meetings.

The study noted a huge gap that still exists in terms of awareness and education on the importance of attending council budget meetings and the accountability mechanisms available community members to ensure that the local authority's projects are implemented in an inclusive manner. It was noted that most people only came to know more about these projects when they are already under implementation yet there is an opportunity for them to engage with Council at the planning stages.

### **Housing cooperative led projects**

The housing cooperatives had platforms where both men and women used to participate and submit their views on the housing development progress. These meetings were convened by the leadership of the housing cooperatives. However, it was established in Ushehwekunze that no feedback meetings have been held since the banning of housing cooperatives by government.

It was encouraging to note that some of the community members were privy to the Commission of Inquiry that was set up by the President in 2018 to investigate all the urban land allocations which took place under the former Minister of Local Government's (Dr Ignatious Chombo) tenure. Some of them had attended the hearing sessions which were undertaken by the commission in 2018. No feedback has yet been received from the commission of inquiry and the way forward with regards to the regulation of the suburb. The community members are expecting the government to intervene and facilitate the regularisation of the suburb.

### **Government led Social Welfare programmes and empowerment Projects**

Broad based participation and public engagement on government's programmes such as the BEAM programme was found to be limited. The discussions revealed that a committee that comprises of a few community members; the school administration and teachers was established to select deserving children. This is one opportunity that was found to be available for community members to participate in the programme. This platform was found to offer few opportunities for broad based community engagement on the programme since only few community members can participate.

Lack of awareness of government programmes and the spaces for communities to engage the national government over the implementation of programmes was a major concern raised. It emerged from the discussions that young married women have been mostly affected by information gaps on District Social Welfare Free Maternity services programmes. Young women in marriages were found to have little opportunities to access information that allows them to benefit from these government programmes hence they have not been able to benefit from the programmes. They specifically indicated that they were not aware of the places to register their pregnancies in order to benefit from the free maternal services.

In the case of the Zimbabwe Women Micro Finance Bank's Loan programme, little space was provided for dialogue and building the capacity of women and youth to adequately meet the loans requirements. As with the other social development programmes, communities were found to have little knowledge on accountability mechanisms available in case they need to hold government programmes to account. The information on who to follow up with and how they can do it is not readily available for mostly youth and women who are key targets of empowerment programmes. There is a knowledge gap among women around who they are supposed to approach when they have issues with community development projects such as the one led by Zimbabwe Women's Micro Finance Bank. Largely, access to information on national developmental policies and programmes is still limited despite the fact that it is provided as a right by the new constitution of Zimbabwe (Chapter 4, part 2, Section 62 paragraph 1).

### **Water and empowerment projects by churches**

The study established that participation of community members was guaranteed through community sensitisation meetings that the churches conducted when they rolled out the

borehole drilling and income generating projects. The projects were designed for youth and women hence these social groups were to a large extent taken aboard during the implementation of the programmes.

### **Development of vending sites**

The study established that no opportunities were available for the vendors and informal traders to engage the Epworth Local Board on the development of vending sites.

## **3.3 Impact of projects and programmes on enjoyment of socio- economic rights**

### **Road construction and rehabilitation projects**

Residents in Seke, Chitungwiza got a reprieve from the road rehabilitation activities that the local authority has undertaken. The discussions revealed that access to affordable products and markets has improved following the filling of potholes on roads that link the community with major supermarkets or market areas.

Access to affordable transport has become an issue in peri urban areas due to collapse and lack of the road infrastructure. Community members are spending a huge proportion of their meagre incomes on transport as commuting is part of their daily life. Community members make frequent travels mainly to the city centre to buy their stock for reselling. The Focus Group Discussions also established that most children commute every day to schools located in neighbouring areas such as Highfields. It was established that Rujeko Primary School is the only school that is in proximity to the community. However, the major challenge is that the school cannot absorb every child due to capacity constraints. Families with school going children are the most affected since have to fork out more money to cover the transport costs. Little money is left for other basic needs such as food and health.



*Picture: Rujeko Primary School located in Ushehwekunze.*

## **Housing projects led by housing schemes**

The rapid urban housing development that took place over the last decade has contributed towards improved ownership of houses by home seekers. However, lack of finalisation of housing projects led by cooperatives has plunged a lot of residents into poverty. The right to access water, education and clean energy remains an unfulfilled dream for most residents. The study established that there is a high level of inequality in terms of access to basic services in Ushehwkunze Suburb. There is poor access to basic services such as water and electricity in areas that have been developed by Ushehwkunze Housing Scheme. Life seems to be better for few households that have managed to get their homes connected to electricity.

Firewood is the source of energy for residents who have been housed under Ushehwkunze housing cooperative as electricity is yet to be connected to their homes. Churches that have undertaken borehole drilling projects in the area have contributed to improved access to safe and clean water in the larger part of Ushehwkunze.

Like in many urban housing development projects that have been undertaken in the peri urban areas, no action has been done to ensure that residents have title deeds for the stands that they bought from different housing schemes. There is need for government to address issues of property rights and title deeds for home owners if meaningful progress is to be made on poverty and vulnerability reduction. There was an opportunity for those who benefited from the housing development projects to use their title deeds to borrow money for income generating projects.

## **Social Welfare Programmes**

It is evident from the discussions that social protection programmes ( BEAM and Social Welfare Department's free maternity programme) have become a necessity for households since they live in extreme poverty conditions. However, discussions with Focus Group Discussions revealed that the programmes have ceased to be operational. The discussion with community members in Seke revealed that a number of children are being chased away from school as they are told that government is not remitting the BEAM Funds to schools.

## **Adequacy**

Whilst the study did not go further to look at the number of community members who benefited from these government schemes, it is clear that the programmes had smaller coverage. A key challenge that was raised is inadequate government led social protection as the current protection schemes tend to reach out to a few people.

The study also established that churches and non -governmental organisations dominate the provision of social protection services to the vulnerable groups and the offer social protection services based on charity basis. The challenge that has been established is that the charity based social protection programmes do not cover everyone who is in need of assistance.

According to the New Constitution of Zimbabwe (Chapter 2), Section 30, it is the right of every citizen to access social security. The government is obligated by the new constitution to provide social security and social welfare to those who are in need. Given the fact that nearly all community members living in these areas subsist on informal sector activities and are not socially protected, it is important for government to extend a comprehensive social protection mechanism to these areas.

### **Quality and affordability**

The study also found out that in the period when these programmes were functional, the conditions available made it very expensive to access the benefits. The discussion we had with community members in Ushehwekunze indicated that the free maternity programme made it mandatory for the pregnant mothers to get registered and seek maternal services at a local government clinic. This was a challenge for the deserving mothers in the areas since there is lack of a government clinic in the suburb.

The situation forced pregnant mothers to incur extra costs on transport as they need travel to government clinics that are a bit far from where they stay. Lack of quality medical services at nearby government clinics has also compromised uptake of this programmes. Furthermore, it was established that health care services are mainly provided by private clinics.



*Picture: A private clinic located at Chiko Shopping centre in Ushehwekunze*

The study also established that lack of information on the government's free maternity programme contributed to its low uptake during the period when it was functional.

In describing this situation, a woman in Ushehwekunze had this to say:

*“Chirongwa che free maternity services change chakanaka chaizvo. Ini ndakabatsirika chaizvo pandakanyorwa kupinda muchirongwa ichi neve Social Welfare. Dambudziko guru rakandawona nderekuti madzimai mazhinji kunyanya madzimai echidiki ari muwanano vakange asingazive nezvechirongwa ichi. Saka havana kuwana mukana wekubatsirwa neprogramme iyi. Vashoma chaizvo vaiziva nezvechirongwa ichi munharaunda ino. Panofanirwa kuva nemikana wekuti vanhu vazive nezvema government programmes anobatsira vanhu”*

*“The free maternity services programme was very good. I really benefited when I got the opportunity to register with the Department of Social Welfare. The big challenge that I saw is that many women did not know about this programme especially young women in marriages. So they did not get an opportunity to benefit from this programme when it was operational. Very few women in this community knew about this programme. There must be spaces for people to know more about government’s social development programmes”*

Lack of inclusivity was also been identified as a major challenge in the government led BEAM programme. An interview with a headmaster at Rujeko Primary School established that the programme was designed to assist pupils who are enrolled at government schools located within their neighbourhood. He indicated that a lot of deserving children are left out since most of them are either enrolled at private schools or at government schools that are far away from Ushehwekunze area. Lack of inclusivity in the design and packaging of social programmes limit the realisation of the right to basic rights such as basic education. The government should channel resources towards the provision of affordable, accessible and adequate education. More effort should be put in the building of schools and clinics.

### **Zimbabwe Women Micro Finance Bank Loan programme**

The newly established Zimbabwe Women Micro Finance Bank has opened opportunities for women and youth to be economically empowered through accessing loans for income generating projects. The bank reached out to Ushehwekunze community and presented opportunities for women to open bank accounts with the bank and apply micro loans for projects. Discussions led with the women and youth groups indicated that a number of people who got information on the programme opened bank accounts and applied for the loans. As part of the application process, applicants were required to provide proof of collateral security. Normally, banks accept collateral security in form of valuable assets such as cars and houses. The bank would need to possess and sell the assets that the applicants would have declared as collateral security in case they fail to pay back the loan. The discussion with participants established that they had difficulties in providing collateral security for the loans they applied and hence they failed to get the loans.

The social and economic rights issues that the study picked up on this programme concerned (1) limited spaces for feedback mechanism and effective dialogue on challenges that women and youth faced and (2) lack of capacity building among the targeted groups.

It was evident from the discussions that community members did not have enough spaces to engage with the bank on their needs and collateral security challenges. Community dialogue platforms must be adequately provided for women and youth to be effectively engaged in the formulation and implementation of national development programmes that affect them. According to Chapter 2, Section 13 of the constitution of Zimbabwe, government is obligated to ensure that women are involved in such development programmes.

Capacity building should be taken as key ingredients to successful implementation of women empowerment programmes and broader realisation of social and economic rights. Capacity building should be provided to both the demand and supply side. Women and youth should be capacitated on financial literacy and ways to ensure that they meet the expectations of loan programmes targeting them while at the same time the duty bearers should be capacitated to correctly identify the needs of the communities where they intend to roll out programmes.

### **Development of market places and cleaning campaigns**

The study established that such initiatives are demonstrating a change in the attitude and perception around informal sectors activities which have become a major source of livelihood for so many people. Participants in Over-Spill applauded the Local Board for availing market places to vendors. However, there were critical issues that participants raised and these concerned the affordability of the rentals and quality of market places. The general reflection was that the pegged rentals are too high if they are compared with the incomes being earned by vendors on daily basis. Another issue of concern is that the rentals being charged do not commensurate with the services that the Local Board provides at the market places. A major challenge that was identified is the lack of good ablution services at the designated places. The participants also expected the Local Board to provide storage facilities for the security of their goods.

### **3.4 Gender implications of the Implementation of Public Service projects and Social development programmes**



The lack of finalisation of the housing project in Ushehwekunze has contributed to further marginalisation of women and children. Women need to travel a distance of about 4 kilometres to get firewood. Women are also facing a huge burden of taking care of children on daily basis as cost of basic needs such as education continues to rise. Discussion with FDGs participants indicated that school drop- outs are on the increase since families are struggling to keep their children in schools. Young girls are the most affected since they are forced to get into early marriages or engage in prostitution after dropping out of school. The risks of contracting Sexually Transmitted Diseases (STDs) were said to be very high among young girls living in Ushehwekunze.

## 4.0 Conclusions and Recommendations

### Conclusion

The study confirmed that a number of public service delivery projects and community development programmes are being implemented in peri urban areas with the aim of improving access to basic rights such as shelter, education, housing, water and social security. The implementation of these projects and programmes has had both positive and negative impacts on the enjoyment of social and economic rights of residents. The study established a number of challenges that have limited the capacity of public investments and social development programmes to make significant impacts on realisation of basic human rights and broader achievement of sustainable development. There is scope to improve access to basic services and sustainable human development in peri urban areas if the following recommendations are taken into considerations;

### Recommendations to Government

- One critical issue that the study raises is the lack of public awareness of government's national development programmes. There is need for government to provide awareness raising for its development programmes in peri urban communities. There is also need to have spaces for community feedback on implementation of government's national development programmes. Access to information by communities should be enhanced in the interest of public accountability
- The government should provide a conducive environment for realisation of the right to basic, accessible and adequate health care and education. In this regard, the government should build more schools and health centres
- Policies and programmes targeting to empower women and youth should be designed in an inclusive manner so as to increase their uptake

- Another important finding from the study is that, communities have little knowledge on accountability mechanisms available for them to use in cases where they need to follow up certain programmes with government institutions. The information on who to follow up with and how they can do is not readily available. There is need provide communities with information packs on the accountability mechanisms available for government run programmes.
- More resources should be invested towards capacity building on empowerment programmes targeting women and youth. Women and youth should be trained so that they acquire the skills and knowledge for them to take part and benefit from empowerment programmes such as access to micro finance programmes. At the same time, the duty bearers within government institutions should be capacity build to correctly identify the needs of the communities where they intend to roll out programmes. More resources should be channelled towards public engagement and consultations.
- There is need for government to allocate more resources towards realisation of basic human rights and broader achievement of sustainable social development. The government should develop a comprehensive social protection scheme and protect all the vulnerable groups as per the constitution.
- There is need for government to speed up the regularisation of peri urban suburbs such as Ushehwekunze

## Recommendations to communities and various social Groups

- Communities should participate in local and national budget process.
- Youth should be educated on accountability mechanisms on monitoring government programmes

## Recommendations to Local Boards/ Local Authorities

- Monitoring of local authority projects should be strengthened
- Local authorities should build more boreholes and schools
- Road maintenance should cover all areas
- Local authorities should provide market places for people who have been affected by cleaning campaigns in Seke
- Local authorities should engage communities in the formulation of community development initiatives availing market places to vendors and informal traders

## Recommendations to Community Based Organisations and Civil Society Organisations ( CSOs)

- There is need for programmes around community public accountability on service delivery and national development programmes
- There is need for awareness raising programmes on national development policies and programmes